

Army Knowledge Online (AKO), established in the late 1990s, has provided information services, such as email, discussion forums, a people locator and direct access to many other DoD and VA websites, to members of the United States Army, retirees and family members.

The Army is now conducting extensive modernization of its information technology infrastructure and systems. This effort is necessary to bring Army IT up to date, to create a network that works across the entire Department of Defense (DoD) and to comply with federal IT standards. Most importantly, the new infrastructure and security standards will better protect Army information and systems against ever-increasing cyber attacks.

Impact on Retirees and Family Members

As part of the security upgrade, AKO, and many other official Army sites, will be accessible only through the government-issued Common Access Card, better known as a CAC. Retirees and family members are not eligible for CACs, and therefore will no longer have access to AKO. However, retirees and family members will still be able to get critical personal information and various IT services through other DoD, Army and commercial sites.

AKO accounts that are inactive will be terminated on 31 January 2014. An account is considered inactive if it has not been accessed within the previous 90 days.

Active accounts will lose functionality in two stages. Access to AKO email will end first, on 31 January 2014, although AKO email will remain "live" for auto-forwarding until 31 December 2014. The AKO account itself will be terminated on 31 March 2014.

AKO Email

Access to AKO email accounts will end on 31 January 2014. Retirees and family members will no longer be able to log into their inboxes or reach any information/messages archived in AKO email folders. All material that users want to retain must be moved to another service or copied to a CD, hard drive, etc. by 31 January 2014.

AKO email accounts will continue to accept incoming mail until 31 December 2014. To ensure that this email is received, users must establish an email account with another service and set up AKO's new auto-forwarding feature. Retirees and family members should activate this function in their AKO account profiles as soon as possible so that no emails are missed.

Instructions for forwarding AKO email to a commercial account

- Log into AKO.
- Click "My Account".
- Click the "Mail Options" link under "Mail Preferences".
- Click "Select Delivery Option" button.
- Select "Forward Email (Non-AKO Account)".
- Enter forwarding email address.
- Enter forwarding address again to confirm.

Other AKO Services

Retirees and family members will be able to access personnel and benefits information held by both the Defense Department and Veterans Affairs via DoD Self-Service Logon (DSLogon). More information about DSLogon is located below.

For file storage, chat and instant messaging, and discussion forums, retirees and family members will need to tap commercial services, such as Google, Yahoo!, iCloud, Facebook and others. Many of these services are free and nearly all offer greater capability and more up-to-date features than AKO.

DSLogon

DSLogon, which is operated by DoD, allows access to multiple DoD and VA websites using a single username and password. You sign in once, and then can get to any of the connected sites and your accounts on them. DSLogon complies with federal security guidelines and provides a secure user experience. *You must be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) to obtain a DSLogon account.*

DS Logon offers two types of accounts: basic and premium. The basic account permits read-only access to certain sites; the premium account is required for a user to modify his or her information. Veterans Affairs advises that users who already have a DS Logon basic account upgrade to the premium account by performing "remote proofing" through the eBenefits website (www.ebenefits.va.gov), not by authenticating with their Defense Finance and Accounting Service (DFAS) myPay account. Instructions can be found at <https://mobilehealth.va.gov/content/how-obtain-ebenefits-premium-account-ds-logon>.

Websites Currently Available through DSLogon

Address Update	https://www.dmdc.osd.mil/appi/address/
Beneficiary Web Enrollment (BWE)	https://www.dmdc.osd.mil/appi/bwe/
Civilian Employment Information(CEI)	https://www.dmdc.osd.mil/esgr/
DMDC Reserve Component Purchased TRICARE Application (RCPTA)	https://www.dmdc.osd.mil/appi/trs/
DS Logon Self-Service website	https://www.dmdc.osd.mil/identitymanagement/
eBenefits	https://www.ebenefits.va.gov/
Family Subsistence Supplemental Allowance (FSSA)	https://www.dmdc.osd.mil/fssa/
Health Net Federal Services	https://www.hnfs.com/
Humana Military	www.humana-military.com/
Joint Qualification System (JQS)	https://www.dmdc.osd.mil/appi/jqs/
MetLife	https://mybenefits.metlife.com/
milConnect	https://milconnect.dmdc.osd.mil/
myTRICARE	http://www.mytricare.com/
RAPIDS Self Service (RSS)	https://www.dmdc.osd.mil/self_service/
Transferability of Education Benefits (TEB)	https://www.dmdc.osd.mil/TEB
TRICARE Online (TOL)	https://www.tricareonline.com/
TRICARE Overseas	http://www.tricare-overseas.com/
TRICARE4u	https://www.tricare4u.com/
Verification of Military Experience and Training (VMET)	https://www.dmdc.osd.mil/appi/vmet/

Future DSLogon Partners

- Army Career Tracker (ACT)
- Army Medical Evaluation Board (myMEB)
- Employee Benefits Information System (EBIS)
- Human Resources Command (HRC)
- ICYSmiles
- My Army Benefits (MAB)

31 December 2013

Who is eligible for a DSLogon account?

Soldiers (active duty, National Guard, U.S. Army Reserve), spouses, veterans and family members are eligible for a DSLogon account. Before registering for a DSLogon account, you must be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS).

How do I register for a DSLogon account?

Retirees can register using their DFAS MyPay account or by contacting the VA.

visit <https://myaccess.dmdc.osd.mil/identitymanagement/help.do?execution=e4s2#retiree>

Family members' options include: your military sponsor can request an account for you; you may ask for a DSLogon account when getting your military ID card; or you may go through a TRICARE Service Center.

visit <https://myaccess.dmdc.osd.mil/identitymanagement/help.do?execution=e4s2#familyMember>

How do I access DoD websites not connected to DSLogon?

For sites not currently using DSLogon, such as MyPay, you will have to establish an individual username and password.

AKO Transition Q&A

When will my AKO email account be deactivated?

Army retiree and family member AKO email accounts will become inaccessible by 31 January 2014. You are encouraged to sign up for a commercial email account now and to start notifying family, friends and businesses of your new address.

After my AKO email account is deactivated, what happens if someone writes me at my army.mil address?

If you have NOT set up auto-forwarding to your commercial email account, emails sent to your army.mil address will be returned to the sender with an error message. *Reminder: It is imperative to establish a new email address and to update all of your business and billing accounts, such as utilities, credit card companies, banks and other financial institutions, mailing lists, etc.*

How do I establish a commercial email account?

There are many options, most of which are free. Visit <http://www.eis.army.mil/ako/email> for more information.

How do I stay connected with the Army?

It is critical that the Army remain connected to retirees and family members. The Army home page, www.army.mil, is the source of official Army news and information. It is accessible from any location and on any device. Army.mil also provides links to other Army social media (Army Facebook, Army Twitter, Army YouTube, etc.), Army organizations (Installation Management Command, specific installation/garrison websites etc.) and Army programs, such as "Ready and Resilient".

Resources:

- **AKO Transition Homepage:** <http://www.eis.army.mil/ako>
- **Army Echoes (page 7) -** http://www.armyg1.army.mil/rso/docs/echoes/2013_Sep-Dec_Army-Echoes.pdf
- **Army.mil AKO transition –** www.army.mil/article/106692/
- **U.S. Army G-1 retiree website –** www.armyg1.army.mil/rso/
- **U.S. Department of Veterans Affairs (VA) –** www.va.gov